

SURVEY:

HEALTHCARE EMPLOYEES AND PATIENTS FEEL SAFER WITH ARAMARK

FEEDBACK FROM EMPLOYEES,
PATIENTS AND GUESTS

Cleanliness awareness is at an all-time high. By continuously collecting feedback from healthcare employees and patients, cleaning and safety processes are continuously improved — which is making everyone feel safer.

Our ongoing Voice of the Consumer surveys give Aramark access to the latest opinions of the people who matter most. Regarding safety, consumers are telling us they want to know that spaces they work and seek healthcare in are clean and safe.

Here's how Aramark ranked.



98%
felt Aramark
met or exceeded
safety expectations



85%
felt Aramark met or
exceeded cleanliness
expectations

Top Concerns in Healthcare Facilities

Overall, healthcare workers and patients are concerned about a wide range of cleanliness and safety issues, including:



**Employees
Actively Cleaning**



**Mask
Wearing**



**Too Many
People in a Space**



**Cleanliness
of Facilities**

Exceeding Consumers' Expectations

Here are just a few of the ways Aramark has met or exceeded healthcare workers' and patients' expectations for cleanliness and safety in healthcare settings.



97%
Said we were
providing a clean and
safe environment



96%
Providing social
distancing spacing and
directional signage



93%
Visible cleaning
and sanitizing of high-
touch surfaces



93%
Providing clear
instructional signage on
new policies and protocols



92%
Offering more to-go
options in dining services



92%
Deploying customizable
dining options via
staffed stations



90%
Providing alternative
contactless order
pick-up options



88%
Offering alternative
contactless ordering
processes

Multiple Innovations Back Up Our Safety Protocols

Our stellar consumer survey results can be attributed to our rapid action and laser-like focus in addressing the COVID-19 pandemic. In response, we redesigned many of our cleaning, safety and dining protocols — including expanding our use of leading-edge technologies to combat the virus and ensure employees and patients feel safe in the healthcare operations we manage, including these:



Deep Cleaning with SpaceCare QL+

This system uses advanced products and processes to create clean environments and instill occupant trust.



Cleaning Robots

Automation and AI provide faster cleaning with greater efficiencies and safety.



Food Prep and Delivery Robotics

Automated prep and delivery bring made-to-order options directly to customers.



Contactless Technology

Computer vision makes checkout easy and safe.



Mobile Ordering Solutions

Improves safety and consumer confidence.

Are Your Hospitals Exceeding Safety Expectations?

Safety has always been a hallmark of Aramark, so we did not have to create a safety culture in the face of COVID-19, it already existed. Our Eversafe™ platform, a multidimensional safety platform, is designed to empower hospital patients, caregivers and staff with confidence in their safety.

We've proven that we've gained consumers' trust. Now, we can help your healthcare organization ensure your employees and patients feel safe and secure, too.

Contact us today to discuss the best way to create a safety-conscious environment in your facilities.

